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Use of Internet by the undergraduate and postgraduate students at the University of Gour Banga, Malda, West Bengal

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Abstract:

The purpose of this study is to examine the usages of the internet by the undergraduate and postgraduate students at university of Gour Banga, Malda, West Bengal. The structured questionnaire distributed to the students through the Google forms. One hundred eighty questionnaires selected for data analysis and interpretation. The research investigated the various facets of internet use such as the purpose of usages, mostly used sources and services, time spent, heavily used search engine and websites, difficulties faced and level of satisfaction. The analysis reflects that 55.56% of respondents used the internet 'several times a day'. The 89.44% accessed the internet through the smartphone and Google websites used by 99.44%. 92.22% used the internet for 'social media. 92.77% use to consult 'electronic reference and information resources. 48.89% agree that they utilized the internet, slow download speed (80.55%) was the major problem faced while accessing the internet. 53.33 % were satisfied while using the internet.

Keywords: *use of Internet; undergraduate; postgraduate; University of Gour Banga, Malda*

1. Introductions:

The role of information has been phenomenally increased due to availability of online-accessible resources. The internet has enabled us to access nearly all kind of information, and this tool has enabled us to bridge the gap of communication; also, it offers an incredible resource which contains more information than many libraries. It provides a variety of services used to create, browse, access, search, view and communicate information on a diverse set of topics ranging from the results of scientific experiments to discussions of recreational activities. The technology development leads us to web 2.0 to web 3.0. The varieties of resources and services freely available on the internet have increased the level of academic performances of the students of the new generation. The internet has emerged as a powerful educational tool. The source of information available on the internet for research scholar or students are electronic journals, technical reports,

library catalogue, patents, standards, directories, reference materials, etc. The increasing impact of internet and information communication technologies (ICT) on higher education, all those concerned with higher education are attempting to modernize the process of teaching, learning and research. The internet played a phenomenal role during the pandemic and all day-to-day business and other lively affairs, directly and indirectly, depending on the internet, it could be challenging to survive without internet especially for business and education sector.

2. Literature review:

Subudhi & Palai (2020) investigated the impact of internet use during COVID19 lockdown. The study described that the during lockdown internet acts as miracles, as it helps everyone to connects with each other and maintaining social distance while staying at home. With the help of ICT, everyone quickly communicates with each other and encourage effortless work for both personal and professionals. The study also reveals the use of internet facilitates work from home, flexible working hours, online meeting through video conferencing, teleconferencing, online chat and people to come closer by maintaining social distance and online chat etc.

Shahibi and Rusli, (2017) have examined the utilization of the internet on students' academic performance. The study discussed the usage of the internet by the final year students of the faculty members of information management, Puncak Perdana and its impact on their academic achievement. The study discovered that the final year students of the faculty of information management were highly efficient in advancing student academic achievement. The study also discussed the online media utilization for education also helps in developing their academic accomplishment.

Ayub et al. (2014) examined the use of the internet for academic purpose by the students of higher educations in Malaysian institutions. The study reveals that the internet used in social and non-academic purpose. The survey method was used to get research data. There were 1675 student's data has been chosen for this research. The result shows that student utilized Internet 4.48 hours per day, while computer science student used the internet more than other students (5.16 hours per day). The Students in social sciences, agriculture and computer sciences were most used internet for their academic purpose.

Rahman and Rahaman (2009) have investigated the use of the internet by the postgraduate students of Jamia Millia Islamia University, New Delhi. For collecting research data, the survey conducted for P.G. students. One hundred fifty questionnaires distributed to the students, and 100

questionnaires considered for the study. The study aimed to identify the use of the internet by the postgraduate students of Jamila Millia Islamia university. The study explained the most used search engine and websites and revealed using different online journals and difficulties faced while utilizing the internet. The study suggested further development of the library, internet facilities and services.

Quintelier & Vissers (2008) conducted a study on the effects of internet use on political participation. The research considered 6330 sample if 16 years old in Belgium. The study revealed that young people were the most passionate information and communication technology users. It also described the discrepancy between the time spent on the internet and other activities are done online. It also shows that time on the internet does not affect the propensity to participate in public life. Although some online activities are clearly and significantly associated with offline political participation.

Selwyn (2008) has investigated students' engagement with the internet as a source of academic information for their studies. Based on survey data from 1222 undergraduate students studying at U.K. higher education institutions, the study explored educational use of the internet pattern by a range of potential influences such as students' wider internet use, access and expertise, their year of study, gender, age, ethnic and educational background. The article, therefore, considers how these differences can be addressed by those seeking to encourage ICT-based learning across all sectors of the undergraduate population.

Jefferson (2006) has discussed the internet influence and change communication practices utilized during a crisis. The research provided an overview of communication practices during the recent disaster and the need for disaster management responses to change to capitalize on the technology. The paper is a useful source of information about how the internet is influencing and changing communication practices.

3. University of Gour Banga (UGB)

The university established in the year 2007 by the west Bengal act XXVI at Melda town Districts in West Bengal. It is one of the state university to address the concern of 'Equity and Access' to develop the best quality of higher education for the less educationally developed districts of Melda town, Uttar Dinajpur and Dakshin Dinajpur. The university had started its academic colluviums activities from the year 2008. At present, the university had 18 P.G. departments with 2500

enrolled students, and It has 24 General Degree Colleges and 28 B.Ed. Colleges with over the students of 1.40 lakhs in three faculties as arts, commerce and science. It also provides a wide choice of combination of different subjects for undergraduate, postgraduate, and doctoral courses.

4. Objectives

The present study attempts to find out the ‘Use of internet by the undergraduate and postgraduate students at the University of Gour Banga, Malda, West bengal’. Within the broad objectives, the followings are some specific objectives are:

- To identify the purpose of using the internet by the undergraduate and postgraduate students.
- To measure the frequency of usage and time spent on the internet.
- To identify most used internet sources and services.
- To identify the most frequently used search engines & websites by the users.
- To know the satisfaction level and problems faced by the users while using Internet service.

5. Methodology:

The survey conducted for the undergraduate and postgraduate students of the University of Gour Banga University, Malda. The questionnaire-survey based method used for this study to collect the primary data, the questionnaire prepared on Google forms. The random sampling method used to distribute amongst the undergraduate and postgraduate students employing social networking, including Whatsapp, Facebook, and student’s e-mail address. A total of 200 respondents submit their response in the google form, out of 200 questionnaire, 20 questionnaires rejected due to incomplete information and only 180 questionnaires selected for analysis and interpretation of the data.

6. Limitations:

The study considered only undergraduate and postgraduate students at the University of Gour Bonga, Malda, West Bengal.

7. Result and Discussion:

The analysis carried out with the help of Microsoft Excel and Microsoft Access by applying simple formulas and filters. The responses show that there were 110 (61.11%) of undergraduate students,

out of which 75 respondents were male and 35 respondents were female. 70 (38.89%) were postgraduate students, out of which 50 respondents were male, and 20 respondents were female. The table 4 also demonstrates that there 125 respondents were male, and 55 respondents were female. The data reveals that male undergraduates' students (75) were the heavy user of the internet, followed by postgraduate students (50).

7.1. Purpose of using the internet: It has found that 166 respondents (92.22%) used the internet for social media, followed by 160 respondents (88.88%) to attend online classes, 110 respondents (61.66%) to study. One hundred four respondents (57.77%) used it to learn different skills. 91 respondents (50.55%) for updating subject knowledge, 39 respondents (21.66%) used for their research. There were only 22 respondents reveals that the use of the internet for other purposes.

Table (1): Purpose of using internet

#	Purpose	No of respondent	%
1	To study	110	61.66
2	To learn the skills	104	57.77
3	For research purpose	39	21.66
4	To update subject knowledge	76	42.22
5	Entertainment	91	50.55
6	To use social media	166	92.22
7	To attend online classes	160	88.88
8	Any other purpose	22	12.22

(Multiple choice permitted)

7.2. Frequency of use the internet: The frequency of use of the internet by undergraduate and postgraduate students. The table shows that a total of 100 respondents (55.56%) reported that they use the internet 'several times a day' followed by 40 respondents (22.22%) used the internet daily. The table indicated that only 02 respondents (1.11%) reported that they utilize internet monthly.

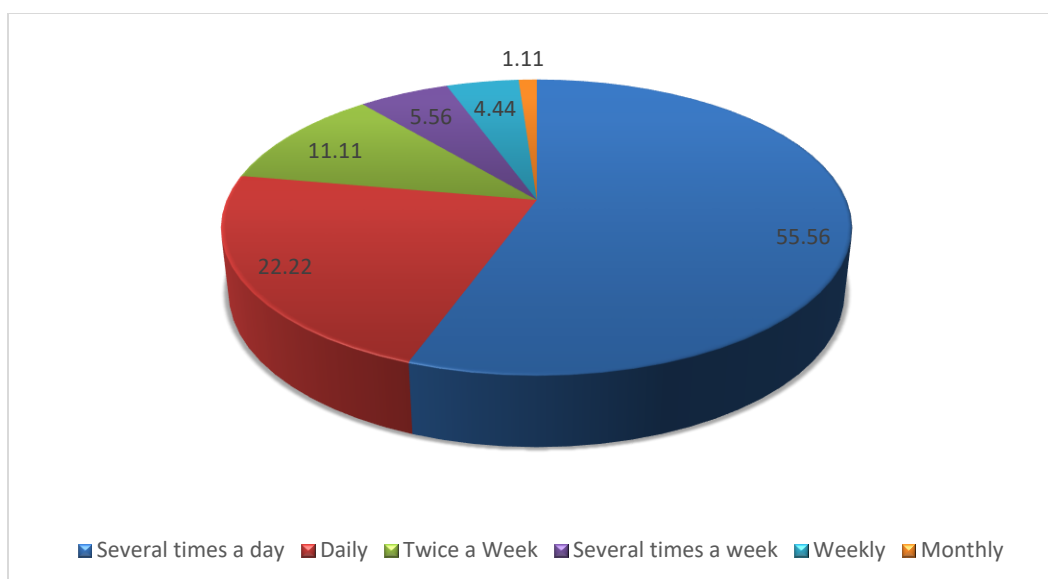


Figure 1: Frequency of usages of internet

7.3. Daily time spent on the internet: Table (2) demonstrated the number of hours undergraduate and postgraduate students spent on the internet. The highest number of respondents (55), i.e., 30.56% use internet daily 4-6 hours, followed by 6-8 hours (15.56%), 2-4 hours (13.89%). 3.88% of respondents indicated that they spent internet more than 12 hours daily.

Table (2): Daily internet usage in hours

#	No of hours	No of respondent	%
1	Less than one hour	18	10
1	0-2	15	8.33
2	2-4	25	13.89
3	4-6	55	30.56
4	6-8	28	15.56
5	8-10	22	12.22
6	10-12	10	5.56
7	More than 12 hours	7	3.88
	Total	180	100

7.4. Most used internet resources: Many of the students (167), i.e., 92.77% use the internet to consult electronic reference and information services, followed by 144 responses (80%) use the internet for textbook. 143 respondents (79.44%) for use internet to download electronic book. Technical report (12.77%) and any other (12.22%) were the least used internet resources.

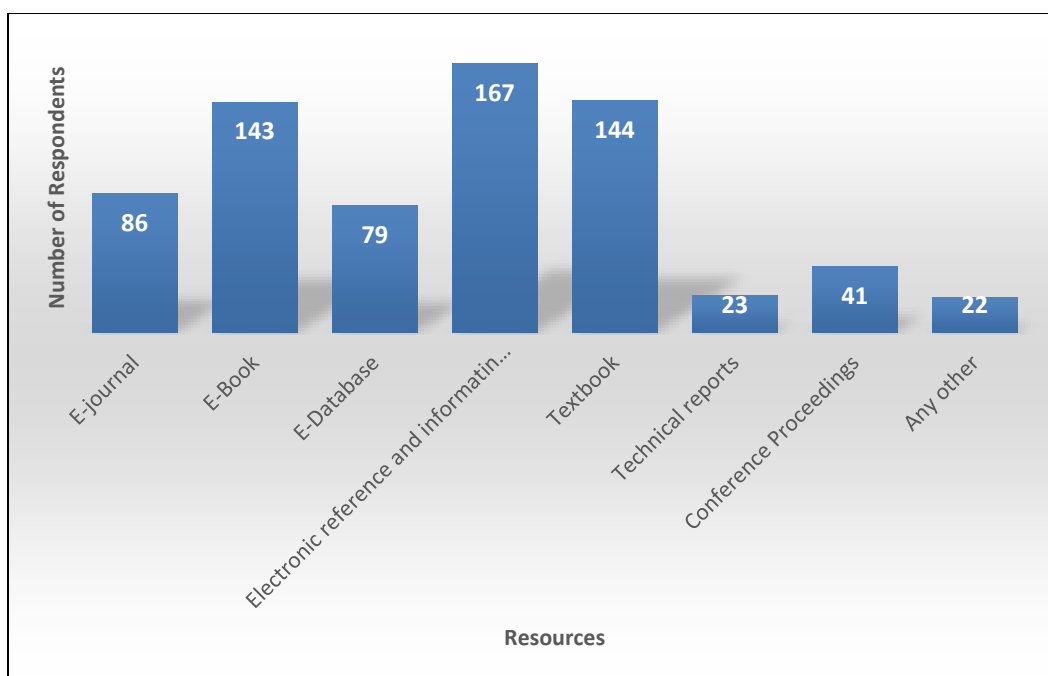


Figure 2: Internet resources

7.5. Most used internet services:

The table (3) indicated that the maximum number of internet service search engines (98.33%), followed by videoconference (88.88%) to attend online classes, worldwide web (92.77%) and e-mail (92.22%) was the 3rd highest internet services. Chat (80.55%), FTP (62.22%), FAQ (31.11%) and least used internet services were Bulletin Board services (25%) and other services (23.11%).

Table (3): Internet services

#	Internet Services	No of respondent	%
1	Search Engines	177	98.33
2	Video conference	160	88.88
3	FTP	112	62.22
4	Chat	145	80.55
5	E-mail	166	92.22
6	FAQ	56	31.11
7	Bulletin Board Services	45	25
8	World Wide Web	167	92.77
9	Other services	47	23.11

(Multiple choice permitted)

7.6. Device do you prefer while accessing the internet: Table (4) observed that majority of the students access the internet through their smartphone (89.44%) respondents, followed by laptop

(88.33%). Access to the internet by desktop (86.11%) and any other device (3.33%) and tablet (36.11%) were the least used while utilized internet.

Table (4): Device used while accessing the internet

#	Type of devices	No of respondent	%
1	Desktop	155	86.11
2	Laptop	159	88.33
3	Tablet	65	36.11
4	Smartphone	161	89.44
5	Any other device	06	3.33

(Multiple choice permitted)

7.7. Most frequently used search engines: Following table (5) shows Google (99.44%) found highly used search engine, followed by Yahoo (69.44%). Bing used by 66.66 % of respondents, Ask (42.77%) was the least used search engine among the undergraduate and postgraduate students.

Table (5): Frequently used search engine

#	Search Engine	No of respondent	%
1	Google	179	99.44
2	Bing	120	66.66
3	yahoo	125	69.44
4	Ask	77	42.77
5	Other	55	30.55

(Multiple choice permitted)

7.8. Difficulties faced while using the internet: Table (6) shows that the maximum number of students suffered 'slow download speed' (80.55%) followed by 'It takes too long to view/download Web pages.' (75.55%), 'Difficult in finding relevant information' (73.88%), 'Overload of information on the Internet' (61.66%). 'Lack of knowledge about tools & techniques Used for searching and retrieving internet resources' (30.55%) were the least hindrance while accessing the internet.

Table (6): Difficulties faced

Problems	No of respondent	%
Difficult in finding relevant information	133	73.88
It takes too long to view/download Web pages	136	75.55
Overload of information on the Internet	111	61.66
Slow download Speed/Network traffic	145	80.55
Privacy problem	88	48.88

Lack of knowledge about tools & techniques used for searching and retrieving internet resources	55	30.55
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(Multiple choice permitted)

7.9. Satisfaction level while using the internet: The table (7) demonstrated that majority of the students were satisfied (53.33%) with the utilization of internet, followed by highly satisfied (21.67%). 12 % of the respondents recorded that they were average satisfied and not satisfied, respectively.

Table (7): level of satisfaction

#	Satisfaction level	No of Respondent	%
1	Highly satisfied	39	21.67
2	Satisfied	96	53.33
3	Average	23	12.78
4	Not Satisfied.	22	12.22
	Total	180	100

Findings:

- The study reveals that 166 respondents (92.22%) were used the internet for social media and 160 respondents (88.88%) indicated that they use the internet to attend online classes.
- A total of 100 respondents (55.56%) reported that they use the internet ‘several times a day’. The study identifies that the highest number of respondents (55), i.e., 30.56% use internet 4-6 hours daily.
- Most of the students (167), i.e., 92.77% use internet resources to consult ‘electronic reference and information sources.
- The maximum number students use of internet service, i.e., search engines (98.33%), followed by videoconference (88.88%) to attend online classes, worldwide web (92.77%) and e-mail (92.22%) were the 3rd highest internet services.
- Many of the students access the internet through their smartphone (89.44%) respondents, followed by laptop (88.33%). The frequently used search engine by the students was Google (99.44%).
- The students were satisfied (53.33%) with the utilization of internet, followed by highly satisfied (21.67%).
- Most of the students suffered while using the internet due to the ‘slow download speed’ (80.55%) followed by ‘It takes too long to view/download Web pages.’ (75.55%), ‘Difficult in finding relevant information’ (73.88%), ‘Overload of information on the Internet’ (61.66%). ‘Lack of knowledge about tools & techniques used for searching.

Conclusion: The study conducted to learn about the usages of the internet by graduate and postgraduate students of the University of Gour Banga, Malda, West Bengal. This survey study revealed that the frequency of internet usages increases, there is a positive impact in academic performances by using the internet as more time spent on the study, research and learning different skills due to plenty of internet resource and services available. Students developed searching techniques and locating the resources. However, there were few issues such as slow internet speed, network trafficking and the overload of information or information anxiety etc. The study suggests that different type of training provided to the student such searching skills (in terms of tools and techniques) and locating relevant information sources.

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